

VALLEY HEALTH PLAN

P.O. Box 3128

2270 EastRidge Center

Eau Claire, WI 54701

Phone: 715-836-1254/1-800-472-5411 Fax: 715-836-1298

www.valleyhealth.biz

Type of Plan	Health Maintenance Organization
Total Number of Members	30,300
Years of Operating Experience	20+
Total Number of Primary Care Physicians (PCPs).....	188
Percentage of PCPs Accepting New Patients.....	100%
Percentage of Board Certified Specialty Care Physicians	94%
Number of Urgent Care Facilities	13
Number of Dentists	34
Percentage of Dentists Accepting New Patients	100%

ADDITIONAL INFORMATION

Referral/Prior Authorization Requirements	Valley Health Plan does not require a written referral for in-network services. The member's primary physician will coordinate all specialty care. Care referred to an out-of-network provider requires a written authorization from the primary care physician prior to services being rendered. You will be notified from VHP in writing if your referral is approved or denied
Medicare Claims Procedure	If Medicare is the primary carrier, claims must be submitted to Medicare first. After Medicare processes the claim, you will receive an Explanation of Medicare Benefits (EOMB). You or your provider should then submit the itemized bill and EOMB to Valley Health Plan for processing as the secondary carrier.
Prescription Drug Policy	Valley Health Plan utilizes a drug formulary which includes over 900 drugs. To obtain a VHP drug formulary listing, you may access VHP's Web site at www.valleyhealth.biz or contact the Customer Relations Department at 1-800-472-5411 or 715-836-1254. Non-formulary medications and some other medications do require prior authorization. VHP's Customer Relations Department can assist you with how to obtain prior authorization.
Dispensing Policy	VHP will dispense up to a 30-day supply for prescription drugs, per copayment. Medications on VHP's three-month list can be obtained in a three-month supply for three copayments.
Mail Order	All VHP participating pharmacies offer mail-order prescription services.
Disposable Diabetic Supplies Procedure	Supplies may be purchased from either a VHP pharmacy or a durable medical equipment provider. You will be required to pay 20% coinsurance at the time of purchase.
Outpatient Mental Health Network/Policy	A referral is not required if you use a VHP provider.
24-Hour Nurse Line	Not Available

ADDITIONAL INFORMATION

PCP Restrictions	Each family member may choose a different primary care provider from the Valley Health Plan network. You are able to change your primary care provider up to three times per year. If you move 30 miles or more from your designated primary care provider, you may also select at that time another primary care provider.
Dental Benefits If Provided	No adult dental coverage. For children 11 and under 100% coverage for yearly cleaning, exam, bitewing x-ray and fluoride treatment; automatically included in your policy benefits.
Quality Improvement	<ul style="list-style-type: none"> • Average speed of answer on incoming calls is within 15 seconds. • Abandonment rate of calls is less than 3%. • Informational letters are sent to members with diabetic diagnosis to advise them of the Diabetic Education program available in the area. • Entire VHP Web site www.valleyhealth.biz has been updated to include member, provider and pharmacy information. • Implemented a nationwide pharmacy network for members. • Expanded our chiropractic network to include over 40 sites.

Counties in Service Area	Hospitals in County	Major Providers in County*
Barron	Lakeview Medical Center Barron Memorial Medical Center Cumberland Memorial Hospital	Marshfield Clinic-Indianhead Center - Rice Lake Midelfort Clinic – Barron Midelfort Clinic – Cameron Cumberland Clinic – Cumberland Cumberland Clinic – Turtle Lake Midelfort Clinic - Mondovi
Buffalo		
Chippewa	Bloomer Community Memorial Hospital	Midelfort Clinic – Bloomer Midelfort Clinic - Chippewa Falls
Dunn	Myrtle Werth Medical Center	Red Cedar Clinic – Menomonie
Eau Claire	Luther Hospital-Mayo Health System	Midelfort Clinic - Eau Claire Family Medicine Clinic - Eau Claire Pine Grove Family Practice Assoc. - Eau Claire
Pepin	Chippewa Valley Hospital & Nursing Home	Castleberg Clinic - Durand Durand Medical Building – Durand
Trempealeau	Osseo Area Hospital	Midelfort Clinic – Osseo Osseo Family Medicine Clinic - Osseo

* This column provides only a general summary of major provider groups. For a complete listing, please visit our Web site at www.valleyhealth.biz or contact Valley Health Plan Customer Relations at 715-836-1254.